

Headquarters U.S. Air Force

Integrity - Service - Excellence

Local Support Contracts: Appointing



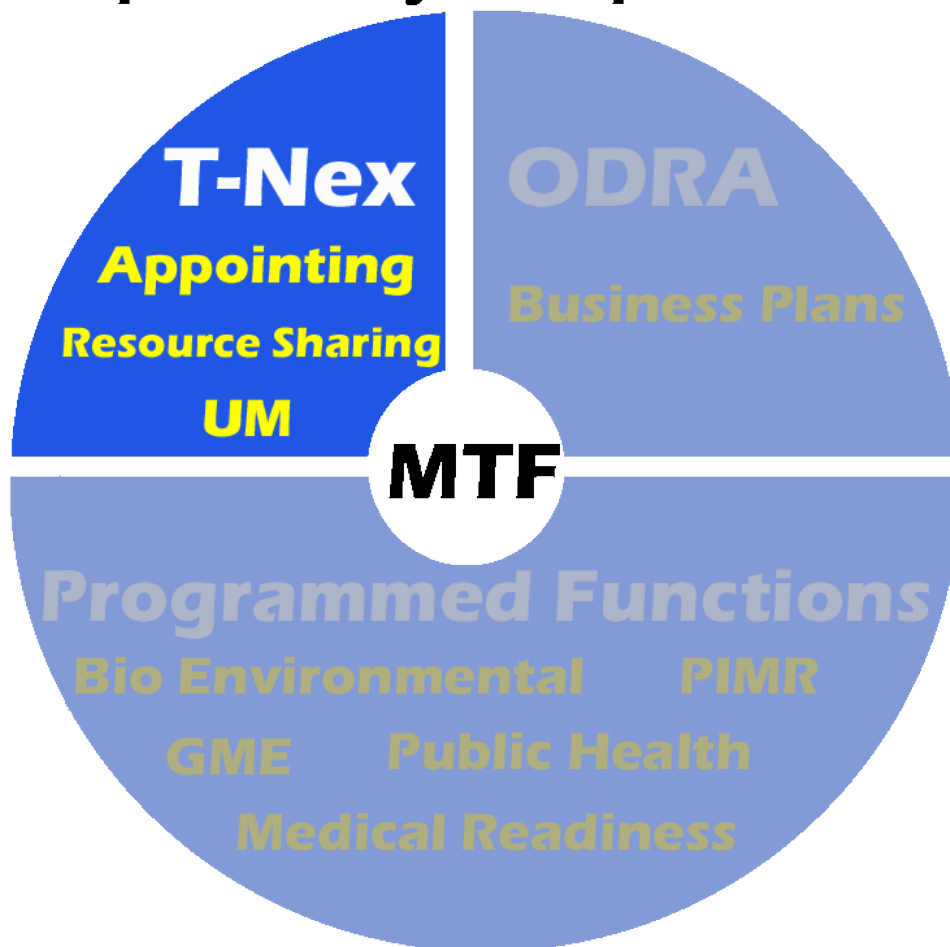
**Maj Marissa Koch
HQ USAF/SGSA
16 Oct 03**

U.S. AIR FORCE



U.S. AIR FORCE

Expeditionary Aerospace Force



Fit Force

Integrity - Service - Excellence



U.S. AIR FORCE

Overview

- **Background on Local Support Contract for Appointing**
- **Tri-Service National Appointing contract**
- **Requirements methodology**
- **MTF preparations**
- **“Big Rocks”**



U.S. AIR FORCE

Appointing Services-- Background

- **Objective: Replace Health Service and Support Contract (HSSC) appointing services**
- **28 MTFs in Regions 1, 2, 4, 5, 7, 8, and 11 currently receive HSSC appointing**

McGuire Pope

Keesler

Scott

Langley Wright-Patterson

Nellis

Andrews

Bolling Hanscom

Dover

Cannon



U.S. AIR FORCE

Appointing Services— Background (cont.)

Seymour Johnson	Grand Forks	Malstrom
Davis Monthan	Whiteman	Offutt
Luke	Ellsworth	McConnell
Mountain Home	F.E. Warren	Minot
Hill	USAFA/Petersen	McChord

- **TMA will only fund to replace current HSSC Level of Effort (LOE)**
 - **Services requested same funds given to HSSC to deliver appointing services but did not receive**



Appointing Contract

U.S. AIR FORCE

- **Army MEDCOM Health Care Activity Agency (HCAA) developed Statement of Work (SOW)**
 - **Developed as a TRI-Service product**
 - **Task orders to be placed against main appointing contract**
 - **MTFs not listed in previous slide may also place task orders against main contract (MTF funded)**
- **RFP posting scheduled for 31 Oct 03**
<http://www.eps.gov/spg/USA/MEDCOM/DADA10/DADA10-03-R-0039/SynopsisP.html>
- **Contract award date NLT goal is 29 Feb 04**
- **Appointing Toolkit under development—projected release date: Nov 03**



Appointing Contract (cont.)

- **AF MTFs encouraged to use National SOW for appointing**
 - Increase buying power through “bulk” purchase
 - Vendors pre-qualified through SSEB—expedites procurement (45 days vs. 120/300 days)
- **Service Gap Risk: if contract award is protested:**
 - Shortened transition time
 - Appointing services assumed by MTF until contractor in place
 - Elevated to TMA for potential costs related to protest



Requirements Methodology

- **Methodology based on independent study by First Consulting Group: “Industry best practices”**
 - **AFMS model validated by 4 MTFs**
 - **With upgraded telephony systems, appointing agents do not have to sit together to have a “centralized call center”**
 - **Call center staffing based on number of calls per agent per day**

**30 appoints/day: 0.5 FTE
4 FTE**

**30-65 appoints/day: 1 FTE
5 FTE**

**65-130 appoints/day: 2 FTE
6 FTE**

**30-195 appoints/day: 3 FTE
7 FTE**

195-261 appoints/day:

261-326 appoints/day:

326-390 appoints/day:

390-650 appoints/day:



U.S. AIR FORCE

Requirements Methodology (cont.)

- **Requirements include FTEs, office equipment, supplies, space for each FTE**
- **Telephony requirements identified per MTF**
 - **24 MTFs need upgrades=\$13.10M**
- **Requirements do not include construction costs for MTF space modifications (SGMF)**



U.S. AIR FORCE

MTF Preparations

- **Regions 2, 5, 11 Task Orders completed 15 August 03 and submitted to HCAA; Health care delivery start date: June 2004**
 - **In-House MTF Call Centers**
 - **Wright-Patterson**
 - **Pope**
 - **Multi-MTF Call Centers:**
 - **Puget Sound (Madigan, McChord, Bremerton, Oak Harbor)**
 - **Tidewater (Portsmouth, Langely, McDonald)**
- **TBD: Scott (1% appointing performed by HSSC)**



U.S. AIR FORCE

MTF Preparations (cont.)

Checklist for Regions 1, 4, 7/8

- **Determine Appointing Method**
 - Stand-alone MTF or Multi-MTF call center
 - If Multi-MTF Call Center: Start talking about requirements
- **Determine Contracting Vehicle**
 - National Appointing SOW or homegrown
 - Recommend placing task orders against National Appointing SOW
- **Identify Contracting Office**
 - Base contracting office
 - VA Special Services (VASS) at Ft. Detrick
 - HCAA



U.S. AIR FORCE

MTF Preparations (cont.)

- **Prepare procurable package/Task Order—elements include:**
 - **MTF Concept of Operations for Appointing**
 - **MTF's Requirements Statement/MTF Training Plan**
 - **Use Tri-Service centralized Ad Hoc data on HSSC Level of Effort (LOE) to determine workload and cost**
 - **Provided by Air Staff (22 Sept 03)**
 - **Workload/MTF Cost Estimate (Internal gov't use only)**
 - **Site visit plan (Include POC name/contact info)**



U.S. AIR FORCE

MTF Preparations (cont.)

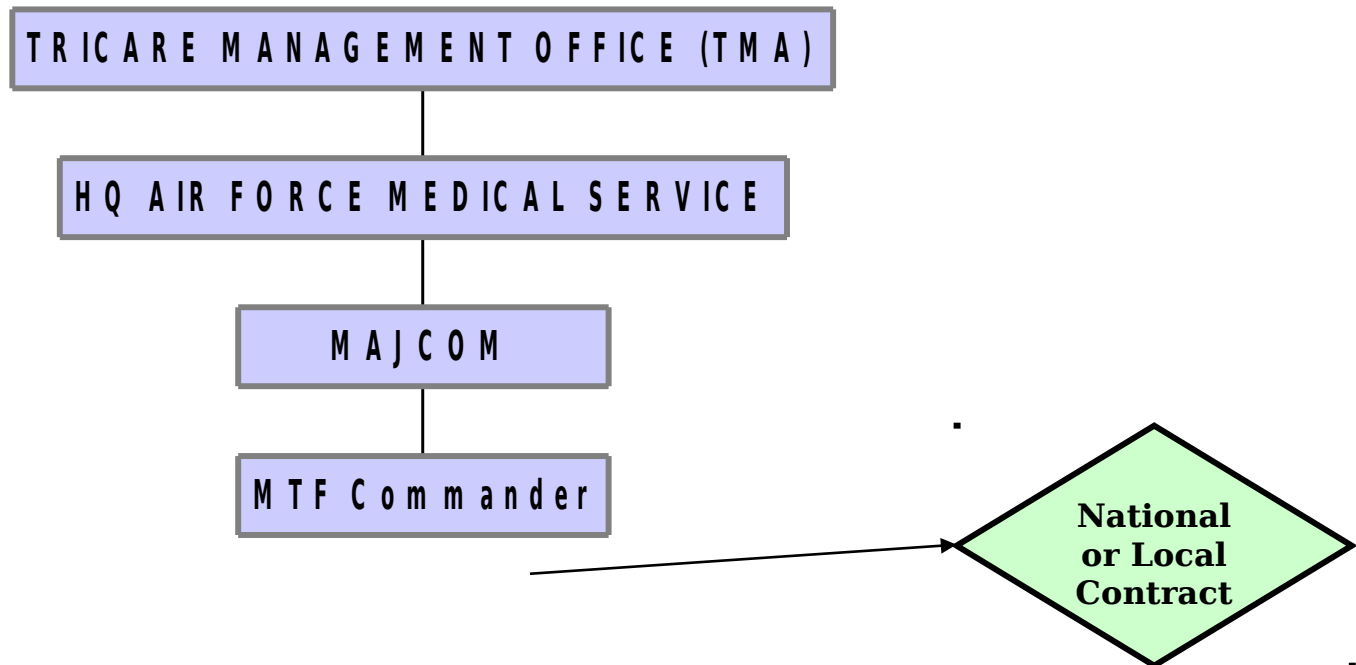
- **“AFMS LSC Appointing Guidance” sent to MAJCOMs 8/11/03-examples of Task Orders and elements for procurable package (**procurement sensitive**)—Final Tri-Service recommended templates to be released NLT 31 Oct 03.**
- **Coordinate MTF task orders with Lead Agent Local Support Contract (LSC) POCs**
 - **North: Ms. Mary Price**
(Mary.Price@mh.tma.med.navy.mil)
 - **South: Maj Eric Hyde** (eric.hyde@tricare.sw.af.mil)
 - **West: Ms. Joanne Fletcher**
(joanne.fletcher@nw.amedd.army.mil)
- **MAJCOMs: Assist MTFs/Regional LSC POCs**
- **Services will provide final approval of MTF task orders**



U.S. AIR FORCE

Funding Stream

T-NEX Local Support Contract
Appointing Funding Stream
"Fenced Funds"





U.S. AIR FORCE

Recommended Deadlines for Task Orders/Contracts

REGION	HSSC T-NEX BEGINS	DATE PATIENT APPOINTMENT SERVICE REQUIRED	90 DAY TRANSITION REQUIRED	DATE TASK ORDER MUST BE AWARDED	DATE TASK ORDER MUST BE ISSUED	DATE MTF SHOULD SUBMIT REQ TO CO
1	01-Sep-04	23-Jul-04	24-Apr-04	23-Apr-04	09-Mar-04	09-Dec-03
2	01-Jun-04	21-Apr-04	22-Jan-04	21-Jan-04	21-Aug-03	15-Aug-03
4	01-Aug-04	22-Jun-04	24-Mar-04	23-Mar-04	09-Feb-04	11-Nov-03
5	01-Jun-04	21-Apr-04	22-Jan-04	21-Jan-04	21-Aug-03	15-Aug-03
CENTRAL	01-Oct-04	22-Aug-04	24-May-04	23-May-04	08-Apr-04	08-Jan-04
11	01-Jun-04	01-Apr-04	01-Jan-04	31-Dec-03	21-Aug-03	15-Aug-03

 = COMPLETED



U.S. AIR FORCE

MTF Appointing “Big Rocks”

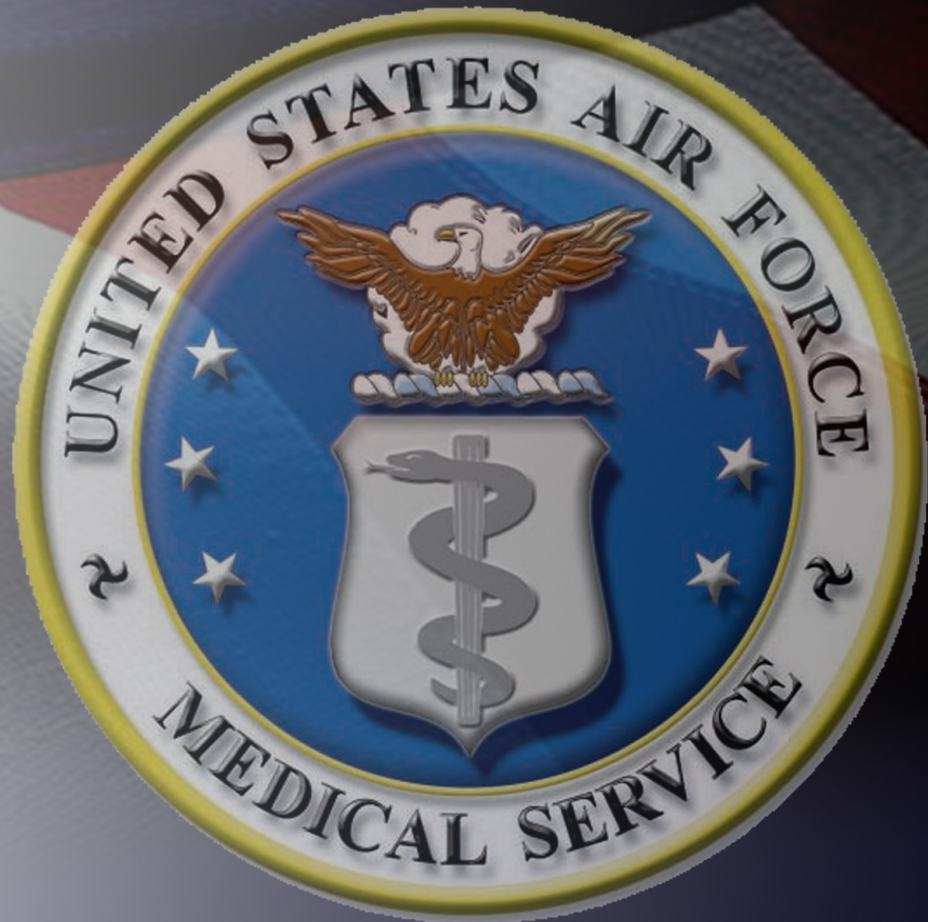
TASK	OWNERSHIP	TIMELINE
Telephony Funds Requested	HQ SG	HCD-240
Determine Appointing Contract Vehicle	MTF Commander	HCD-210
Submit Requirements to Contract Office	MTF Commander	HCD-210
Issue Task Order	Contract Office (MTF choice)	HCD-180
Award Task Order	Contract Office (MTF choice)	HCD-120
Begin 90-Day Transition	MTF	HCD-120

Headquarters U.S. Air Force

Integrity - Service - Excellence



U.S. AIR FORCE



Headquarters U.S. Air Force

Integrity - Service - Excellence

Local Support Contracts--Resource Sharing Agreements

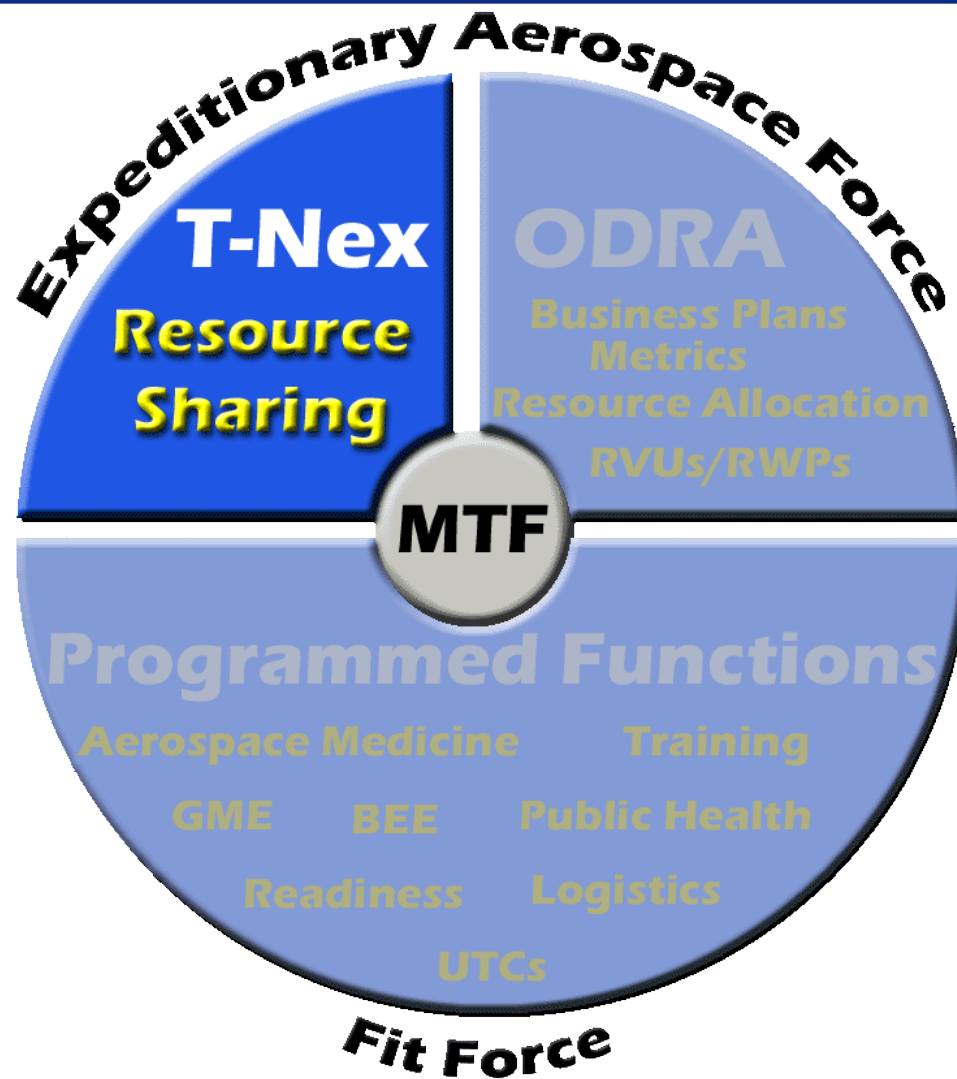


**Maj Scott Suckow
Chief, TRICARE Finance
16 Oct 03**

U.S. AIR FORCE



U.S. AIR FORCE



Integrity - Service - Excellence



- **New Resource Sharing vs Old**
- **Current Level of Effort**
- **Termination and Conversion of Existing RSAs**
- **Initial Allocation and Annual Updates**



T-Nex Resource Sharing

U.S. AIR FORCE

■ Resource Sharing Today

- MCSC pays salary costs, MTF pays marginal costs**
- Resource Support -- MTF pays all costs**
- Regional quotas, RSFAWs**

■ Resource Sharing Under T-Nex

- MTF and MCSC Split Costs, Based on Enrollment Status**
- Split Negotiated Locally... templates**
- 80/20 Risk Sharing Applies**
- No Quotas or 1st Right of Refusal**





Current RSA Level of Effort

U.S. AIR FORCE

- **315 Projects**
- **824 FTEs**
- **\$78.8M in MCSC costs (category 8)**
- **\$14.1M in MTF costs (marginal)**
- **984K outpatient visits enabled**
- **84K inpatient admissions enabled**

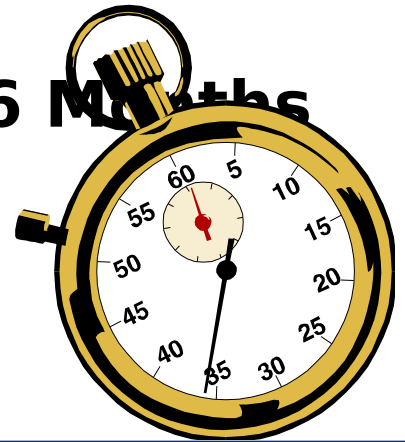
Source: Resource Sharing Financial Analysis Worksheets, Mar 2003



Termination & Conversion

U.S. AIR FORCE

- **All Existing Resource Sharing and Resource Support Agreements Terminate**
- **MTFs to Convert Agreements into Direct Contracts**
- **Extensive Contracting Support Available from AFMLO**
- **Funds for Approved RSAs Provided 6 Months in Advance**
- **Goal: Avoid Gaps in Service**

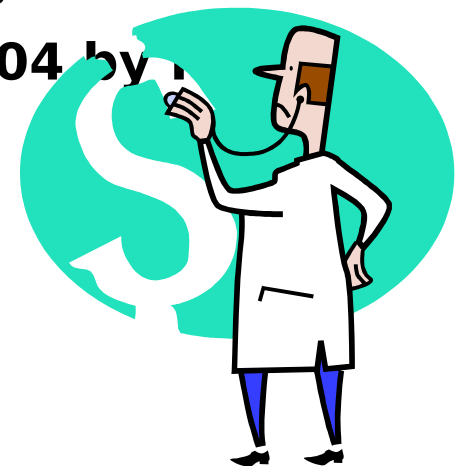




U.S. AIR FORCE

Initial Allocation

- **Allocation Based on Cat 8 Costs of Approved RSAs**
 - **Compete on Cost Effectiveness, Consistency w/ Long View**
 - **Data Calls FY02, FY03, FY04**
- **FY04 Funding Decisions Released Dec 2003**
 - **MAJCOMs/MTFs Can Reprogram Internally**
 - **FY05 Funding Decisions Released Feb 2004 by**
- **Options for Disapproved RSAs**
 - **Fund Internally with Rev Fin Funds**
 - **Seek new RSA with T-Nex MCSC**
 - **Refer Care to Network**





U.S. AIR FORCE

Key Tasks

TASK	OWNER	TIMELINE
Update RSA Data Call	MTFs	1 Nov 03
Prioritize RSAs for Conversion	Air Staff	1 Dec 03
Begin Contracting Actions	MTFs	1 Dec 03

OPR: Maj Scott Suckow AFMSA/SGSR DSN 297-4550

Headquarters U.S. Air Force

Integrity - Service - Excellence

Utilization Management



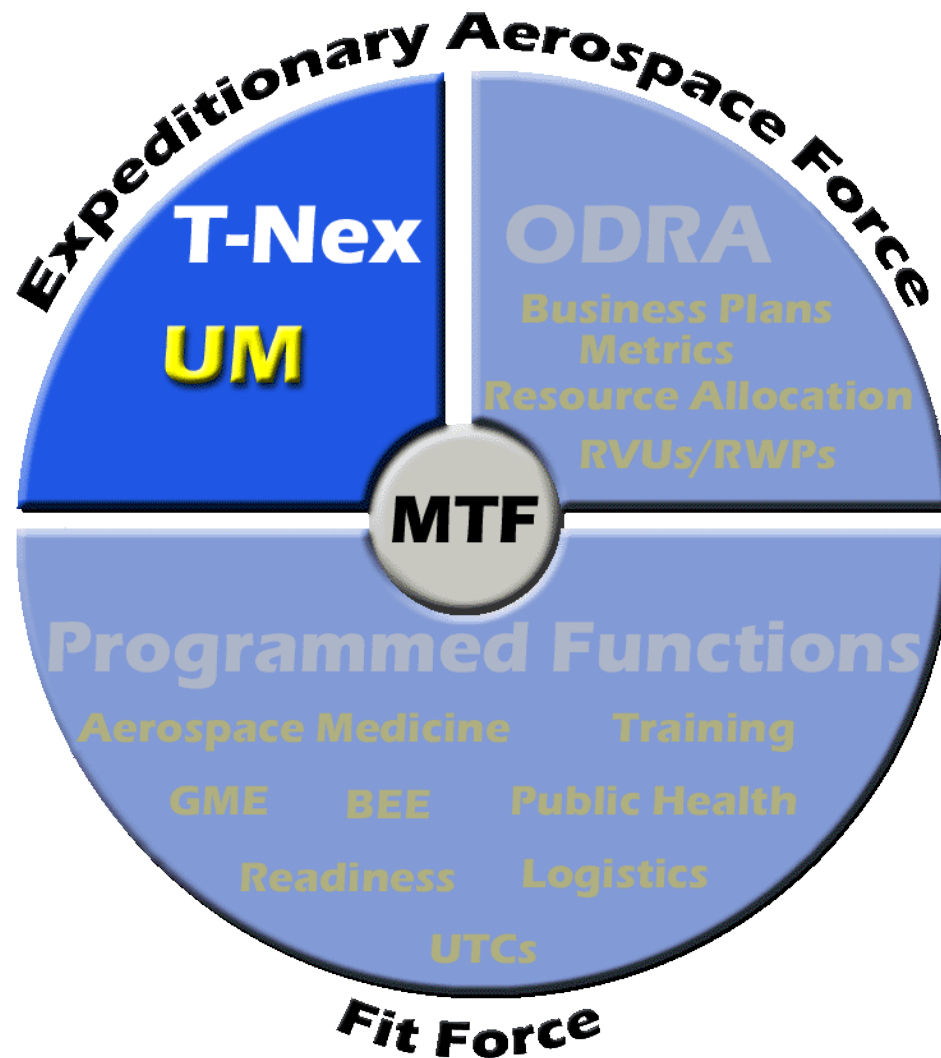
Sabrina Preston-Leacock, Lt Col, USAF, NC
Health Benefits Division
Office of the Air Force Surgeon General

16 October 2003

U.S. AIR FORCE



U.S. AIR FORCE



Integrity - Service - Excellence



U.S. AIR FORCE

Utilization Management Overview

- **Definitions**
- **Background**
- **UM Roles**
- **AFMS Phase I**
- **Issues/Opportunities to Excel**
- **AFMS UM Timeline**



U.S. AIR FORCE

Utilization Management

The Corner stone of Managed Care . . .

Utilization Management

- **Encompasses a number of techniques and strategies used to manage available healthcare resources in order to maximize quality and cost effectiveness of healthcare services provided to beneficiaries**
- **A goal of UM is to identify high risk patients for whom medical management activities yield a greater ROI**



U.S. AIR FORCE

Utilization Management Transition

- **Utilization Review**
- **Discharge Planning**
- **Case Management**
- **Education of Provider/Beneficiary**
- **Condition/Disease Management**
- **Clinical Guidelines**
- **Demand Management**
- **Wellness & Health Promotion**
- **Provider Profiling**
- **Primary Care Management**
- **Risk Management**
- **Referral Management**

1994 DoD
UM/QM
Policy

1998 DoD
UM/QM
Policy

2003
DoDI
Proposed
Guidance
&
PHI



Utilization Management

U.S. AIR FORCE

- **UM represents a broad array of strategies designed to enhance beneficiary health, reduce demand for services, improve efficiency & enhance MTF productivity ***
 - **Case Management: Catastrophic and Non-Catastrophic**
 - **Discharge planning/Disposition Planning**
 - **Disease/Condition Management**
 - **Referral Management/Utilization Review**
 - **Demand Management**
 - **Metrics based outcomes measures/Benchmarking**
- * **DoD I - Utilization Management Policy for the Direct Care System (Draft)**



Utilization Management

U.S. AIR FORCE

- **Ensures the right care at the right time, by the right provider, at the right cost**
- **Tracks services and costs to identify the most expensive procedures and patients**
- **UM looks at:**
 - **How people access services**
 - **Cost of services**
 - **Frequency and duration of services**



U.S. AIR FORCE

Contractor's Utilization Management Requirements

- **Operate a Contemporary Medical Management (MM) Program That Achieves the Objectives of the Contract**
- **Contractor Provides MM Program for All MHS Beneficiaries Receiving Care in the Civilian Sector**
 - **Programs Must Fully Support Services Available in MTF**
 - **High Cost Condition Management Includes All Beneficiaries Authorized to Receive Reimbursement for Civilian Health Care As Well As AD Members**
 - **Must Coordinate Care with MTF**
 - **Must Support Services**



U.S. AIR FORCE

Utilization Management Data Call Methodology

■ **Data call completed March 03**

- **Facilities identified:**
 - **MCSC support**
 - **GS/Contract support**
- **Military support**
- **Total FTEs > 700**
- **Scrubbed to **363** MCSC FTEs**

■ **Staffing Model Benchmark**

- **Ernst & Young 2000 Study**
- **315 MCSC FTEs**

■ **CM/Discharge Planning Model**

- **246 MCSC FTEs**

Data call completed 13 Aug 03 identified **279 MCSC personnel providing UM services in the TSC or MTF.**



U.S. AIR FORCE

Utilization Management Phase I

PLAN

If funded at \$ priority as follows:

- Large MTFs
- Bedded Facilities
- Enrollment >10,000

Can Buy X FTEs

- X% of required FTEs
- FTEs = X% RNs
X% MSW

RATIONALE

JCAHO Accreditation

- Must do discharge planning
- DoD Guidance
 - Calls for UM Plan
- Appeals Process for Denials
- Optimize Third Party Collection/Prime

Risks: Errant discharge planning, UR, increased readmission rates, negated cost containment efforts, failed mgt of high risk, complex, and high costs patients, decreased TPC programs.



U.S. AIR FORCE

Utilization Management

- **Utilization Management Training Sessions**
 - **Sponsored by TMA, Provided by Iowa Foundation for Medical Care**
 - **To demonstrate the role and relationship of utilization management (UM) in supporting the seven key population health improvement (PHI) processes for the Direct Care System**
 - **To provide assistance to the MTFs in designing, developing, implementing, and monitoring the individual MTF UM plan**



U.S. AIR FORCE

Utilization Management

Utilization Management Training Sessions Schedule

- | | | |
|----------------------|--------------|-----------|
| ■ Region 3, 4,6 | 2-4 Dec 03 | Biloxi |
| ■ WesPac | 30-31 Oct 03 | Okinawa |
| ■ Region 9 & 10 | 18-19 Nov 03 | San Diego |
| ■ Region 11 & Alaska | 13-15 Jan 04 | Ft Lewis |



U.S. AIR FORCE

Issues/Opportunities to Excel

- **Leadership Support at Every Level**
- **Understanding of Utilization Management**
- **Standardized Definition**
- **New Trends**
- **No Cookie Cutter Resource Model**
- **Difficult to Quantify Cost-Benefit**
- **Multi-Tasking of Role**
- **Overlap of activities/roles**
- **Requires Experience and Critical Thinking**
- **Regional/MTF Disparity**
- **Care Gaps**



MTF UM “Big Rocks”

U.S. AIR FORCE

TASK	OWNERSHIP	TIMELINE
Determine UM min requirements & FTEs	HQ SG	HCD-240
Partial UM Funds Requested	HQ SG	HCD-240
Determine UM Contract Vehicle	MTF	HCD-210
Submit Requirement to Contr. Office	MTF	HCD-210
Complete UM SOW (based on DoDI)	HQ SG	HCD-210
Award Task Order	Contract Office (MTF Choice)	HCD-120
Begin 90 Day Transition Period	MTF	HCD-120
UM Staff in Place	MTF	HCD-30
Transition Completed	MTF	HCD-

Integrity - Service - Excellence



U.S. AIR FORCE

Utilization Management

**POC: Lt Col Preston-Leacock, DSN 761-6193
sabrina.preston-leacock@pentagon.af.mil**

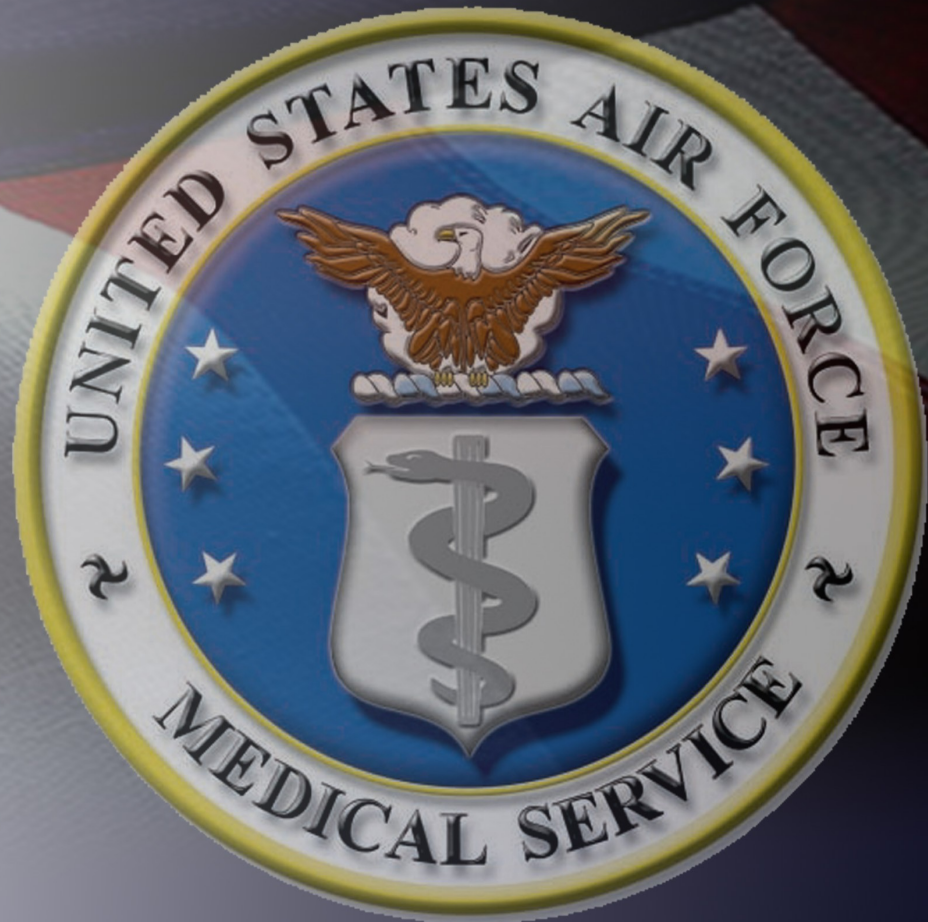
Questions?

Headquarters U.S. Air Force

Integrity - Service - Excellence



U.S. AIR FORCE



Headquarters U.S. Air Force

Integrity - Service - Excellence



Local Support Contract Tool Kit

U.S. AIR FORCE

**1st Lt Scott L. Miller
HQ AFMSA/SGSL**

Chief, Procurement Operations



U.S. AIR FORCE

Overview

- **What is the Tool Kit?**
- **Tool Kit Tour**
- **Contracting Due Dates**
- **Frequently Asked Questions**



What is the Tool Kit?

U.S. AIR FORCE

- **What is the Tool Kit?**
 - **Hyperlinked Web-based PowerPoint presentation**
 - **Supplies guidance, ideas, links, and “cut and paste” documents**
 - **Available on AFMLO web site**
- **Who is the intended audience?**
 - **Primarily for medical logisticians**
- **Can be used for submittal to any contracting office**
- **Advisory...Not prescriptive**
 - **Respects MTF/CC autonomy**
- **Being used by Air Force, Army, and Navy**



What is the Tool Kit?

U.S. AIR FORCE

- **Why is the Tool Kit important to the MTF/CC?**
 - **Suggests strategies for local support contracting**
 - **Relates the process to applicable directives**
 - **Describes expected relationships among MTF functionals**
 - **Affirms Medical Logistics Flight Commander as Functional Director for Contracting**
 - **Flags critical steps/timelines to prevent gaps in healthcare worker coverage**



Tool Kit Tour: Home Page

U.S. AIR FORCE

- **Flow Chart**
- **Conversion Schedule**
- **Price Research Tool**
- **Links to other Resources**

Conversion  Flow Chart	AFMLO  Home Page	TOOL KIT  Start Here	This Tool Kit is Intended to prepare a package to submit to the AFMLO/VASS Contracting Activity. If you want to use another contracting office, try these links	ARMY Contracting
Conversion  Schedule	TRICARE  Home Page			NAVY Contracting
				AIR FORCE Contracting
				FSS & GSA Schedules

Tool Kit Appendix: Federal Supply Schedule Market Research and Comparison Tool



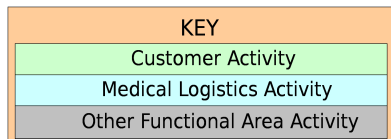
Tool Kit Tour: Flowchart

U.S. AIR FORCE

■ Time Line

- Based on health care delivery start, not award date

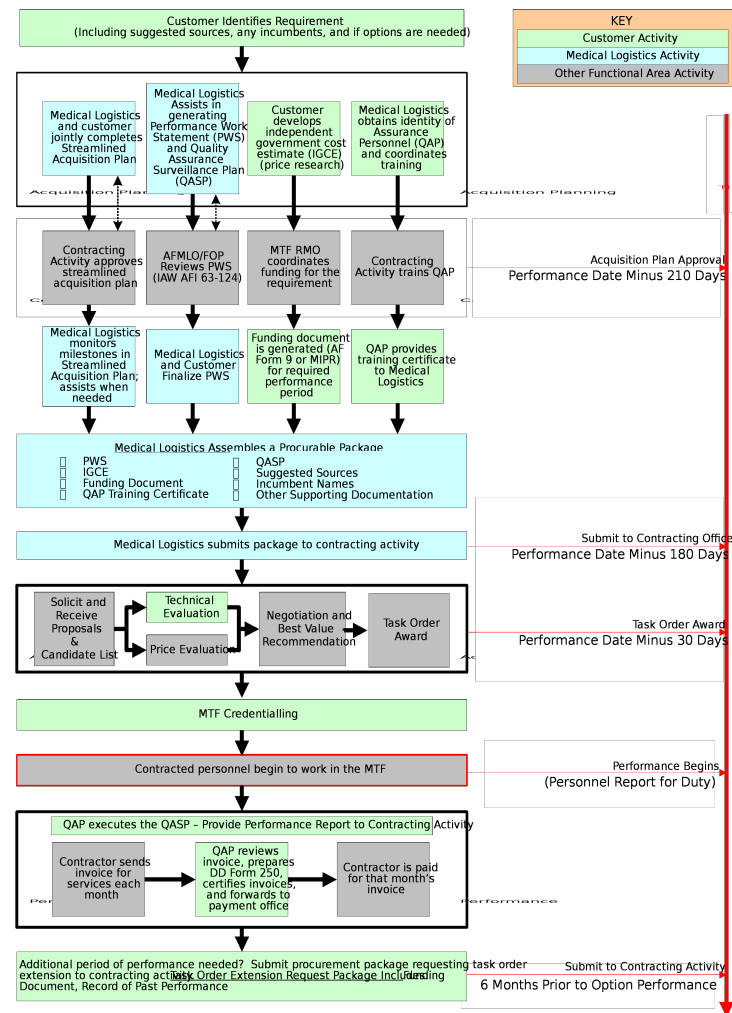
■ Color Coded



■ “Clickable”

- Links to Sub-Process Instructions

T-Nex Professional Service Contract Preparation Process





Tool Kit Tour: Text

- **Part 1: Professional Service Contract Primer**
(Also Known As “Understanding Acquisition Strategy”)
 - **Impact on MTF Workload**
 - **Suggested Approaches**
 - **Personal vs. Nonpersonal Contracts**
 - **Market Capacity and Market Forces**
 - **Funding, Timing, and Coordination**
- **Part 2: Step-by-Step Walk Through the Process**
- **Part 3: Contracting Due Dates**
- **Appendix: Federal Supply Schedules**



Contracting Due Dates

U.S. AIR FORCE

TASK	OWNERSHIP	TIMELINE*
Identify the Requirement	Managed Care	ASAP
Determine Health Care Delivery Start Date	MTF Transition Team	ASAP
Convey Acquisition Strategy to Contracting, Determine Milestones "Acquisition Plan"	Medical Logistics (OCR)	Around 210 days before health care delivery start date
Submit Package to Contracting	Medical Logistics (OPR)	180 days before health care delivery start date
Task Order Award	Contracting Office	NLT 30 Days before health care delivery start date

***Actual Calendar Date Depends on Your Region (See Next Slide)**

- Dates are "vanilla" for routine purchases > \$100,000
 - Acquisition Plan will dictate your actual timeline
- Delayed funding will not delay ability to submit by due dates

POC: 1st Lt Scott L. Miller, DSN 343-4168, scott.miller@ft-detrick.af.mil



Contracting Due Dates

U.S. AIR FORCE

- **Complete package due to Contracting six months prior to performance date**
 - Allows for competition, hiring, credentialing, etc.

TRICARE Region	Health Care Delivery Start Date	Submit to Contracting
11	1 Jun 04 (Changed from 1 Apr 04)	1 Dec 03
2, 5	1 Jul 04 (Changed from 1 Jun 04)	1 Jan 04
9, 10, 12 And Alaska	1 Jul 04	1 Jan 04
3, 4	1 Aug 04	1 Feb 04
1	1 Sep 04	1 Mar 04
7, 8	1 Oct 04 (Changed from 1 Nov 04)	1 Apr 04
6	1 Nov 04	1 May 04

- **Adjust for local needs**

- **Package due date = Performance date - 6 months**



U.S. AIR FORCE

Frequently Asked Questions

Q: How will my MTF get “next-year” money six months in advance of the new fiscal year?

A: You won’t. You will use planning documents that promise funds when they become available. With this, a contracting office can do all activities EXCEPT AWARD before certified funds are available.

Q: If my health care delivery start date is June, July, August, or September, will I get 12 months of funding to convert late in FY04?

A: No. You will get the amount of funding needed to carry you until 30 Sep 04. Use planning documents to begin full 12 month option periods for FY05.



U.S. AIR FORCE

Frequently Asked Questions

Q: When must my MTF begin work on exercising the FY05 option?

A: For regions 1, 2, 3, 4, 5, 9, 10, 11, 12, and Alaska: A planning document to exercise the first option is due at contracting immediately after base contract award.

Q: Will I be able to keep my existing resource sharing provider?

A: Maybe...But since the process has become part of traditional contracting, open, fair competition must occur. The safest planning approach is to proceed as if you are hiring a new healthcare worker.



U.S. AIR FORCE

Frequently Asked Questions

Q: What about the infamous “non-compete clause”?

A: Non-compete clauses are between employees and subcontractor ... It is the employee’s personal decision whether to abide or not.

But you are allowed to:

- **Give credit for specific experiences**
- **Allow the cost of a non-compete clause buy-out as a legitimate recruitment overhead expense**
- **Use the tool kit’s cost comparison tool to see if the existing subcontractor’s price is competitive**
- **How much are you willing to pay for continuity? (“best value”)**

You are not allowed to:

- **Attempt to obtain exact terms of a non-compete clause**
- **Make a determination of applicability of state law to a specific non-compete clause**



U.S. AIR FORCE

Frequently Asked Questions

Q: How much overlap will I be able to have between the outgoing resource sharing provider and the incoming local support contractor?

A: The start date for the new contractor is a local decision. Overlap is discouraged because it would require you to have double funding in the same FY for the same requirement.

But remember: Package due date = Performance date - 6 months

Q: Isn't this more labor intensive than resource sharing?

A: About equal for level of effort under resource sharing for Business Case Analysis, Credentialing, Quality Assurance, Invoice Validation. Level of effort will increase in Medical Logistics with increased numbers of contracts to manage (HSI/ORI-inspectable task)



U.S. AIR FORCE

Frequently Asked Questions

Q: What's being done to prepare medical logisticians for the increase in professional service contracts?

A: For about a year, training has gone to the field on available tools and relevant policy. Next week, over 125 CONUS medical logisticians will attend a medical contracting workshop. OCONUS training will occur this winter and next spring.



U.S. AIR FORCE

Questions

Headquarters U.S. Air Force

Integrity - Service - Excellence

Memorandum of Understanding



**Sabrina Preston-Leacock, Lt Col, USAF, NC
Health Benefits & Policy Division
Office of the Air Force Surgeon General**

U.S. AIR FORCE

16 October 2003



U.S. AIR FORCE

Overview

- **Memorandum of Understanding (MOU)**
- **Contract Objectives**
- **Alaska**
- **Timelines**
- **Issues**
- **Questions**



U.S. AIR FORCE

Memorandum of Understanding

- **Describes responsibilities of the MTF/CC and the Health Services and Support Contractor (HSSC) under the next generation of TRICARE contracts**
- **Describes actions expected by HSSC and MTF CC**
- **Describes degree which parties will consult with each other before taking certain actions**
- **Actions executed within scope of MOU will be coordinated with Regional Director (RD)**



U.S. AIR FORCE

Memorandum of Understanding

- **Model MOU provided (ex. only) in TOM, Chapter 16**
- **Contractor required to assist MTF CC in:**
 - **Coordinating HCD in Prime Service Areas (PSA)**
 - **Ensuring optimal use of MTF capacities**
- **Meet with MTF CC NLT 60 days following contract award to develop MOU**
 - **Prepare & present draft MOU NLT 75 days prior to HCD**
 - **Execute MOU between MTF CC, Regional Director & contractor NLT 60 days prior to HCD**
- **Agreements may be modified during year**



U.S. AIR FORCE

Memorandum of Understanding

- **Contractor required to meet with MTF CC monthly to facilitate activity coordination between MTF and network**
 - **Initiate meeting to review current contract activities**
 - **Network development**
 - **Quality & utilization management**
 - **Marketing**
 - **Resource Sharing**
 - **Briefings & interface with congressional groups & government officials**
- **MTF CC & contractor determine which actions to take with & without consulting each other**



U.S. AIR FORCE

Memorandum of Understanding

- **Suggested Topics for MOU**
 - **MTF Market & Medical Management Support**
 - **Enrollment Protocols & Balanced Specialty Workload Specifics**
 - **Customer Services Activities**
 - **Contractor Location**
 - **Coordination of Health Care Delivery**
 - **MTF Read Only Access to Claims Data**
 - **Unlimited Read Only Electronic Access to all TRICARE Related Data**
 - **Round Table Discussions & Partnering Activities**
 - **Contingency Program, including Training Activities, Installation Level Contingency Exercise, Etc.**



U.S. AIR FORCE

Memorandum of Understanding

Optimization of Direct Care System



U.S. AIR FORCE

Memorandum of Understanding

- **Contractor must provide MTF CC**
 - **List of network providers NLT 10th day prior to HCD**
 - **List of network providers NLT 10th day prior to each QTR**
 - **Addresses**
 - **Phone numbers**
 - **Specialties or types of service**
 - **Contractually agreed allowable amount**

- **MTF CC provide input into development of Prime Service Area (PSA) network prior to contractor finalizing civilian network**

- **Contractor must meet with MTF CC within 30 days of award to:**
 - **Obtain network size**
 - **Provide specialty makeup input**
 - **Provide priorities for assignment of enrollees to PCMs**



U.S. AIR FORCE

Memorandum of Understanding

- **Contractor must meet with MTF CC to:**
 - **Discuss referral patterns/enter written agreement to ensure balanced workloads between private sector & direct care**
 - **Provide mechanism to reallocate workloads**
 - **Establish priorities for needed network development & determine PCM assignment locations**
 - **Provide method for ensuring under-utilization at MTF is remedied**
 - **Respond to & arrange meeting to resolve issues**
 - **Provide staff to meet with CC NLT two work days of issues**



U.S. AIR FORCE

Memorandum of Understanding

- **Contractor must provide final written response to all written inquiries from MTF within ten work days of receipt of inquiry**
- **MTF CC may designate particular services exempt for waiting time or as never available in MTF**
- **MTF CC may meet with contractor at any time after determining MTF/staff are under/over-utilized to:**
 - **Adjust referral patterns**
 - **Adjust proportion of new Prime enrollees required to choose MTF PCMs**
- **Contractor will maintain MTF capabilities report**
 - **Capability to provide particular services & procedures**
 - **Current waiting time for such services & procedures**



Memorandum of Understanding

■ Staffing

- Contractor must provide MTF CC documented evidence of licensure & current clinical competence in assigned patient care responsibilities for Resource Sharing (RS) personnel**
- MTF CCs have sole authority for granting clinical privileges to RS providers at MTFs**
- MTF CC will review & approve hiring requirements before RS personnel engage in patient care activities**
- For individuals who require background checks but not clinical privileges, contractor shall furnish completed documentation to MTF CC prior to employment at or assignment to MTF**



U.S. AIR FORCE

Memorandum of Understanding

High Beneficiary Satisfaction



U.S. AIR FORCE

Memorandum of Understanding

- **Contractor must conduct three one-hour training sessions at MTF each month as specified by MTF CC**
- **Contractor must provide one one-hour briefing each week to an audience specified by MTF CC**
- **Contractor must actively market briefings**
- **Contractor must provide customer service support equal to ten person-hours per week at discretion of MTF CC**



U.S. AIR FORCE

Memorandum of Understanding

Best Value Health Care



U.S. AIR FORCE

Memorandum of Understanding

- **MTF CC must prescribe MTF's process for authorizing care for ADSM requesting care which has not been MTF referred**
- **Contractor must send daily notification to MTF for all care authorized after duty hours based on MTF rules**
- **Contractor required to provide MTF-referred patients full range of services offered to TRICARE Prime enrollees**
- **Contractor must report to MTF Patient Admin Dept any known MTF patient referred for procedure which resulted in emergency hospitalization**



U.S. AIR FORCE

Memorandum of Understanding

■ Claims

- MTF CC will forward claims to contractor for reimbursement**
- Contractor will forward invoice/claims data to MTF monthly**
- MTF will approve & forward to DFAS for payment to contractor**
- Contractor prepare/submit claims reports for dollars paid to MTF NLT 15th day of each month**
- Claims reports on timeliness of processing supp care claims due to MTF NLT 15th day of month following reporting period**



U.S. AIR FORCE

Memorandum of Understanding

■ Claims (cont.)

- Contractor must contact MTF within one working day to obtain auth. for claims when none on file for care given**
- MTF CC must respond within four working days**
- If not, contractor may authorize claim as “Referred Care”**



U.S. AIR FORCE

Memorandum of Understanding

Minimal Disruption During Transition



U.S. AIR FORCE

Memorandum of Understanding

- **Use TPM, Chap 10, Sec 2.1/3.1 for enrollment policy**
- **Contractor in consultation with MTF CC/RD develop & implement enrollment plan**
 - **Address conditions & resources available to MTF CC**
- **MTF CC provide contractor with specifications for which category of enrollees residing within PSA shall be assigned direct care primary care location or choice of network PCM**
- **MTF CC determine enrollment capacity for MTF**



U.S. AIR FORCE

Memorandum of Understanding

- **Contractor responsible for:**
 - **Enrollment processing**
 - **Entering info in DEERS**
 - **Collecting applications at TSC sites**

- **MOU must describes Primary Care Location assignment business rules**
 - **Network Provider Type assignment**
 - **MTF CC provide contractor a listing of Primary Care Locations with associated groups**



U.S. AIR FORCE

Memorandum of Understanding

- **TSC staff ensure MTF CC:**
 - **Have access to contract personnel**
 - **Informed of program & policy changes**
- **Contractor assign enrollees to PCMs IAW MTF CC determinations**
- **MTF CC provide contractor appropriate enrollment DMIS ID**
- **Contractor refer patients to MTF specialty care IAW MTF CC determination**
 - **Encourage non-enrollees to use MTF specialty service**



U.S. AIR FORCE

Memorandum of Understanding

- **Contractor begin enrollment process for TRICARE Prime NLT 60 days prior to HCD**
- **Enrollment processing and allowance of civilian PCM assignments will be IAW MOU between contractor and MTF**
- **MTF CC coordinate with contractor on giving enrollees opportunity to select or be assigned an MTF PCM**
- **MTF CC determine number MTF TRICARE Plus enrollees**
- **MTF CC may designate MTF POC for TRICARE Plus or select to direct all TP inquiries to DoD toll-free number**



U.S. AIR FORCE

Memorandum of Understanding

- **MTF CC provide contractor with parameters for PCM reassignment moves (contractor must accomplish moves within 3 days of effect date of reassignment)**
 - **DMIS ID to DMIS ID**
 - **HCDP**
 - **Sex of beneficiary**
 - **Unit ID code (AD only)**
 - **Age of beneficiary**
 - **Sponsor SSN (for family moves)**



U.S. AIR FORCE

Memorandum of Understanding

Government Access to Data



U.S. AIR FORCE

Memorandum of Understanding

- **Contractor must submit following reports to MTF CC (info specific to PSA):**
 - **Network Adequacy Report**
 - **Resource Sharing**
 - **Enrollment Report**
 - **Provider & Beneficiary Satisfaction Surveys**
 - **Health Care Finder Report**
 - **Fraud & Abuse Report**
 - **Utilization Management Report**
 - **Quality Management Activity Report**



Memorandum of Understanding

■ **Alaska**

- **Contractor responsible for meeting T-Nex contract objectives except provider network development/operation**
- **Contractor must coordinate beneficiary satisfaction activities with MTF CC**
- **Use every appropriate opportunity for beneficiary/provider education to encourage MTF Optimization**
- **Network providers not required to refer all TRICARE beneficiaries to MTFs**
 - **Refer all patients who contact contractor to MTF for healthcare**



U.S. AIR FORCE

Memorandum of Understanding

■ **Alaska (cont.)**

- **Contractor must assign one on-site, full time provider representative to MTF**
- **Contractor must forward grievances related to MTF to CC within 5 days of receipt**
- **Contractor must load all network providers in their system within 10 days of receipt from MTF**
- **Enrollments within Alaska shall all be to PCMs located within MTFs**
- **MTF CC is responsible for issuing all auths for enrollees**



U.S. AIR FORCE

Memorandum of Understanding

■ **Alaska (cont.)**

- **All transactions covered under Transaction & Code Sets Regulation occurring between contractors and MTFs must be in standard format**
- **Contractor is responsible for ensuring that MTF issued auths are entered into applicable contractor systems**
- **Contractor is required to operate TSCs at every MTF**
- **Contractor is required to create & maintain current list of network providers within 10 days of receipt from MTF**



U.S. AIR FORCE

MOU Development

TASK	OWNERSHIP	TIMELINE
Enrollment Protocols	HSSC/MTF	Contract Award + 60
Referral/Balanced Workload Protocols	HSSC/MTF	Contract Award + 60
TSC Location/Gov't Furnished Equipment	HSSC/MTF	Contract Award + 60
Surveillance and Reporting	HSSC	Contract Award + 60
Use of Facilities	HSCC/MTF CC	Contract Award + 60
Medical Management POC: Lt Col Sabrina Preston-Leacock	HSSC/MTF CC	Contract Award + 60
Contingency/Readiness Plans DSN: 01-0195, Sabrina.preston-leacock@pentagon.af.mil	HSSC/MTF/C C	Contract Award + 60

Integrity - Service - Excellence



U.S. AIR FORCE

Memorandum of Understanding

■ Issues

- Protest/Amendments may prolong award**
- No One Knows Ultimate Content of New Contracts**
- Current Contracts Still In Effect**
- Non-compete Clause for Resource Sharing**



U.S. AIR FORCE

Questions?

Headquarters U.S. Air Force

Integrity - Service - Excellence



U.S. AIR FORCE

